

LIST OF REFERENCES CITED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO.

009997-0003-999

APPLICATION NO.

09/414,710

APPLICANT

Scott Faber and Sean Van der Linden

FILING DATE

October 8, 1999

GROUP

2755

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	EXHIBIT	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
SMD	A	US 5,884,282	4/9/1998	Robinson	705	2700	JAN 1 2 2000
	B	US 5,884,032	9/25/95	Bateman et al.	395	2700	
	C	US 5,862,223	7/24/96	Walker et al.	380	25	
	D	US 5,850,433	5/1/1996	Rondeau	379	201	
	E	US 5,819,267	10/6/98	Uyama	707	6	
	F	US 5,794,221	8/11/98	Egendorf	705	40	
	G	US 5,694,549	3/3/1994	Carlin, et al.	395	200.2	
	H	US 5,148,474	9/15/92	Haralambopoulos, et al.	379	111	

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

SMD	I	J. Sairamesh & C. Codella; NETBAZAAR: NETWORKED ELECTRONIC MARKETS FOR TRADING COMPUTATION AND INFORMATION SERVICES; Research and Advanced Technology for Digital Libraries; Second European Conference, ECDL'98. Proceedings, September 21-23, 1998, p. 839-856
	J	Eleena de Lisser, WHEN BUSINESS PLAN AND REAL WORLD CLASH, 6/9/1999, p. B1, B4
	K	Elizabeth Weise, DIVING INTO THE GLOBAL VILLAGES, USA Today, 6/30/1999, p. 6D (see www.thewell.com)
	L	www.experts-exchange.com , first visited on July 2, 1999, site information accessed on December 28, 1999.
	M	www.ifriends.com , first visited on July 28, 1999, FAQ accessed on December 28, 1999.

EXAMINER

S. D. Gray

DATE CONSIDERED

11/16/00

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Form PTO-1449 (Modified)	Atty Docket No.: 004704.P001	Application No.: 09/414,710
List of Patents and Publications Statement (Use several sheets if necessary)	Applicants: Scott Faber, et al.	
	Filing Date: October 8, 1999	

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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
SMD		2/25/00	6,026,148	Dworkin, et al.	379	88.18	5/28/97
		11/23/99	5,991,394	Dezonno, et al.	379	265	2/5/98
		11/9/99	5,982,863	Smiley, et al.	379	112	8/27/97
		8/17/99	5,940,471	Homayoun	379	1	10/4/96
		6/22/99	5,914,951	Bentley, et al.	370	352	4/16/96
		5/25/99	5,907,677	Glenn, et al.	395	200.36	8/23/96
		4/6/99	5,893,077	Griffin	705	34	8/23/95
		3/16/99	5,884,282	Robinson	705	27	4/9/98
		3/16/99	5,884,272	Walker, et al.	705	1	9/6/96
		3/16/99	5,884,032	Bateman, et al.	395	200.34	9/25/95
		2/9/99	5,870,744	Sprague	707	9	6/30/97

FOREIGN PATENT DOCUMENTS

Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Translation
SMD		WO 98/38558	9/3/98	PCT	PCT Application			
		WO 98/13765	4/2/98	PCT	PCT Application			
		WO 98/02835	1/22/98	PCT	PCT Application			
		WO 97/05733	2/13/97	PCT	PCT Application			

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

SMD		✓ The Voice of Technology, Credit World, pp 20-23, Jul 1994
		✓ Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994
		✓ Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996
		✓ Information, Bid and Asked, Forbes, 20 Aug 1990, 92

Examiner <i>Amie Lee</i>	Date Considered 10/12/00 11/16/00
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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
SMD		1/26/99	5,864,871	Kitain, et al.	707	104	1/28/97
		1/19/99	5,862,223	Walker, et al.	380	25	7/24/96
		12/15/98	5,850,433	Rondeau	379	201	5/1/96
		10/20/98	5,825,876	Peterson, Jr.	380	4	2/12/96
		10/20/98	5,825,869	Brooks, et al.	379	265	4/23/96
		10/6/98	5,819,271	Mahoney, et al.	707	9	10/29/96
		10/6/98	5,819,267	Uyama	707	6	4/2/96
		10/6/98	5,819,092	Ferguson, et al.	395	701	10/6/97
		9/15/98	5,809,119	Tonomura, et al.	379	112	6/20/96
		8/11/98	5,794,221	Egendorf	705	40	7/7/95
	7/7/98	5,778,367	Wesinger, Jr., et al.	707	10	12/14/95	

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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

SMD		✓ Attachmate Ready to Answer 'Net questions, Network World, 8 Apr 1996, 37
✓		✓ US Courts to Launch First Federal 900 Service, Federal Computer Week, 28 Sep 1992, 8
✓		✓ Company Devoted to Hot-Line Support, Computer Reseller News, 21 Oct 1991, 48
✓		✓ For Telephere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88

Examiner <i>James L. Hatch</i>	Date Considered 10/12/00
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SM		6/16/98	5,768,521	Dedrick	397	200.54	2/2/96
		4/14/98	5,740,231	Cohn, et al.	379	89	9/16/94
		3/3/98	5,724,424	Gifford	380	24	11/29/95
		3/3/98	5,722,418	Bro	128	732	9/30/94
		2/24/98	5,721,763	Joseph, et al.	379	88	1/31/96
		2/17/98	5,718,247	Frankel	128	898	5/30/96
		1/20/98	5,710,887	Chelliah, et al.	395	226	8/29/95
		12/2/97	5,694,549	Carlin, et al.	395	200.2	3/3/94
		6/10/97	5,638,432	Wille, et al.	379	121	4/20/95
		5/27/97	5,634,012	Stefik, et al.	395	239	11/23/94
		2/11/97	5,602,905	Mettke	379	96	1/23/95

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SM		When Business Plan and real World Clash, Wall Street Journal, 9 June 1999, B1
AT		Hidden Cost of Tech Support, PC World, May 1995, 143
AT		NetBazaar: Networked Electronic Markets for Trading Computation and Information Services, ECDL 1998 - Research and Advanced Technology for Digital Libraries, 839
B		Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417

Examiner Sue Sedell	Date Considered 10/12/00	11/16/00
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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
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SM		9/10/96	5,555,298	Jonsson	379	207	2/16/93
		7/23/96	5,539,735	Moskowitz	370	60	12/28/94
		10/25/94	5,359,508	Rossides	364	401	5/21/93
		9/13/94	5,347,632	Filepp, et al.	395	200	7/28/89
		6/28/94	5,325,424	Grube	379	94	5/10/93
		9/15/92	5,148,474	Haralambopoulos, et al	379	111	8/21/91
		10/15/91	5,058,152	Solomon, et al.	379	67	12/12/89
		6/14/88	4,751,669	Sturgis, et al.	364	900	4/4/85

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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
(A)	✓ Multimedia Communication in a Medical Environment, IEEE 1991 Singapore I.C. on Networks, 166
(A)	✓ A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37
(A)	✓ MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939
(A)	✓ Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999

Examiner *Andrew S. Day* **Date Considered** *10/12/00* *11/16/00*

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		Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996
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Examiner

S. Ditz

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		10/6/98	5,819,092	Ferguson, et al.	395	701	10/6/97
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		8/11/98	5,794,221	Egendorf	705	40	7/7/95
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	US Courts to Launch First Federal 900 Service, Federal Computer Week, 28 Sep 1992, 8
	Company Devoted to Hot-Line Support, Computer Reseller News, 21 Oct 1991, 48
V	For Telephere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88
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S. Ditz	11/16/00

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Form PTO-1449 (Modified)	Attorney Docket No.: 004704.P001	Application No.: 09/414,710
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SMD		6/16/98	5,768,521	Dedrick	397	200.54	2/2/96
		4/14/98	5,740,231	Cohn, et al.	379	89	9/16/94
		3/3/98	5,724,424	Gifford	380	24	11/29/95
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		2/24/98	5,721,763	Joseph, et al.	379	88	1/31/96
		2/17/98	5,718,247	Frankel	128	898	5/30/96
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		6/10/97	5,638,432	Wille, et al.	379	121	4/20/95
		5/27/97	5,634,012	Stefik, et al.	395	239	11/23/94
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		Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417

Examiner <i>SMD</i>	Date Considered <i>11/16/00</i>
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		7/23/96	5,539,735	Moskowitz	370	60	12/28/94
		10/25/94	5,359,508	Rossides	364	401	5/21/93
		9/13/94	5,347,632	Filepp, et al.	395	200	7/28/89
		6/28/94	5,325,424	Grube	379	94	5/10/93
		9/15/92	5,148,474	Haralambopoulos, et al	379	111	8/21/91
		10/15/91	5,058,152	Solomon, et al.	379	67	12/12/89
✓		6/14/88	4,751,669	Sturgis, et al.	364	900	4/4/85

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	A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37
	MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939
✓	Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999
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 PATENT & TRADEMARK

REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS			
Examiner Initials	Document No.	Document No.	Inventor	Class	Sub-Class	Filing date if appropriate
<i>SW</i> 	AA	5,819,285	Damico, et al.	707	104	9/20/95
	AB	5,812,769	Graber, et al.	395	200.12	9/20/95
	AC	5,745,681	Levine, et al.	395	200.3	1/11/96
	AD	5,717,860	Graber, et al.	395	200.12	9/20/95
	AE	5,715,314	Payne, et al.	380	24	10/24/94
	AF	5,712,979	Graber, et al.	395	200.11	9/20/95
	AG	5,590,197	Chen, et al.	380	24	4/4/95
	AH	5,537,314	Kanter	364	406	2/23/95
	AI	5,319,542	King, Jr. et al.	364	401	9/27/90
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	AL						
	AM						
	AN						
	AO						
	AP						

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SMD	AR	Kiyoshi Kabeya, Akihiro Tomihisa and Sueharu Miyahara, "A New Teleconsultation Terminal System Using ISDN," NTT Review, Vol. 3, No. 4, July 1991, Pages 37-43.
SMD	AS	Masahiko Hase, Shuji Kawakubo and Mineo Shoman, "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4 July 1991, Pages 29-36.
SMD	AT	Franco Mercalli and Roberto Negrini, "The ESSAI Teleshopping System: An Example of a Broadband Multimedia Application," Publication No. 0-7803-1820-X/94, IEEE, 1994, Pages 572-576.

Examiner <i>S. Gray</i>	Date Considered <i>11/16/00</i>
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FOREIGN PATENT DOCUMENTS					
No.	AL	Document No.	Date	Country	Class
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	AN				
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	AP				
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)					
SMD	AR	Abhaya Asthana and Paul Krzyzanowski, "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.			
SMD	AS	Linda Littleton, "Meet the Shadowy Future," Proceedings ACM SIGUCCS User Services Conference XXII, Ypsilanti, Michigan October 16-19, 1994, Pages 205-210			
SMD	AT	L. F. Ludwig and D.F. Dunn, "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication," Conference on Office Information Systems, March 23-25, 1988, Sponsored by ACM SIGOIS and IEEECS TC-OA in cooperation with IFIP W.G. 8.4, Pages 283-291.			
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S. D. 12		11/16/00			
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List of Patents and Publications Statement (Use several sheets if necessary)	Applicant: Faber, et al.
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REFERENCE DESIGNATION

Examiner Initials	Document No.	Class	Sub-Class	Filing date if appropriate
	AA			
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FOREIGN PATENT DOCUMENTS

No.	Document No.	Date	Country	Class	Sub-Class	Translation
	AL					
	AM					
	AN					
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	AP					

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

SMD	AR	E.J. Addeo, A.B. Dayao, A.D. Gelman and V.F. Massa, "An Experimental Multi-Media Bridging System," Frontiers in Computer Communications Technology, Computer Communications Review, Vol. 17, No. 5, August 11-13, 1987, Pages 236-242.
SMD	AS	ISDN Tutorial: Definitions, http://www.ralphb.net/ISDN/defs.html , printed on April 21, 2000.
SMD	AT	ISDN Tutorial: Interfaces, http://www.ralphb.net/ISDN/ifaces.html , printed on April 21, 2000.

Examiner S. D. STAY	Date Considered 11/14/00
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